



Product Support Notice

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PSN # PSN003621u

Original publication date: 23-Feb-12. This is Issue #01, published date: 23-Feb-12.

Severity/risk level

High

Urgency

Immediately

Name of problem User not able to access 1xCES via mobile Client. 1xCES stops working.

Products affected

Avaya one-X Client Enablement Services: Release 6.1

Problem description

User is able to connect to 1xCES and everything works fine but after few hours user is not able to connect to 1xCES server nor perform any function on through the mobile client application.

Resolution

Note: This problem will arise in an environment where there is a **Stateful Firewall** in between 1xCES Server and Remote HandSet Server. The patch has been created to work with such firewall.

Download link for the patch:

<ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/1xCES/patch/KeepAlivePatch.zip>

Patch installation instruction is included in the zip file. Both 1xCES server (HSS) and HandSet Server (HS) needs to be patched.

Workaround or alternative remediation

This fix will be included in 1xCES 6.1 SP2 release towards End of March.

Remarks

This patch is still needed on 1xCES 6.1 SP1 release.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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